(c) Government has agreements with several other countries for strengthening cooperation to combat terrorism.

Duties and Responsibilities of Indian Embassies

1506. SHRIJANARDHANA POOJARY: Will the Minister of EXTERNAL AFFAiRS be pleased to state:

(a) the duties and responsibilities of the Indian Embassies and High Commissions located in different Countries with annual expenditure on each;

(b) whether it is a fact that numerous complaints have been received regarding unhelpful attitude of the Indian Embassy/Mission staff to the plight of the Indians working abroad, particularly in the Gulf Countries; and

(c) if so, what measures are taken to ensure that the Staff manning the Indian Embassies/Missions abroad respond positively and promptly to the needs of NRIs?

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHRI RAO INDERJIT SINGH): (a) Indian Embassies and High Commissions in different countries embody India's diplomatic representation in foreign countries. They promote and safeguard India's political, strategic, economic and cultural interest, as also its gtobal interests; serve the main imperatives of our foreign policy; promote our national interest at different regional and multilateral fora; address the needs of the Overseas Indians abroad; and promote India's image abroad as a self-confident nation committed to the principles of democracy,secularism and friendship with all nations.

The Indian Missions regularly monitor and assess the emerging situation in the host country and countries of concurrent accreditation, taking into account the political, economic and the socio-cultural factors, and brief the Government of India on ways to promote and protect our national interests. They keep in regular contact with the host Government at different levels to project and seek support for government of India's positions on various international issues of vital importance to our national interests.

Our Missions and Posts abroad provide assistance to Indian nationals and Persons of Indian Origin (PIOs) on consular matters. The Head of

Mission/Post takes particular interest in regard to the welfare of Indian nationals abroad and intercedes with local Governnnents to address their problems in an effective manner. Assistance is provided to Indian nationals in settling their disputes with their employees, arranging repatriation of destitute Indians, and maintaining contacts with the providing consular access to Indian nationals who have been imprisioned in foreign countries for violation of local laws.

The total expenditure on 162 Indian Missions/Posts abroad in the financial year 2003-04 was Rs. 816.66 crore. The Mission/Posts-wise break-up is given in Statement *{See* below)

(b) and (c) There are large Indian communities in the Gulf whose problems relate essentially to non-fulfillment of contractual obligations, poor working conditions, ill treatment, ahd arrest for illegal stay.The Consular wings in the Missions regularly take up their grievances with the Governments in these countries. In addition to passport services to members of the Indian community in different countries,consu!ar and visa wings are also responsible for ex|}editious issue of visas to foreign nationals desirous of visiting India. The Ministry receives very few complaints about the unhelpful attitude of the Indian Missions abroard. Our Missions are particularly proactive in looking often the interests of Indian nationals in their jurisdiction. This is particularly true in regard to out Mission in Gulf countries which look after the welfare of 35 lakh Indian nationals, most of whom are blude-collar workers. Most of the problems of Indian workers emerge from non-fulfillment of contractual obligations by their employers. Our Missions/Posts vigorously pursue these problems and are able to obtain fulfillment of the obligations in the vast majority of cases. This involves not only interaction with employers, be also, wherever necessary with local Government and judicial authorities there.

in recent months, our Missions in Gulf have been directed to set up "Open House' ^cilities to enable our national to directly interact with senior officers in the Mission to bring their complaints to their attention. In Saudi Arabia a 24-Hour Helpline has been set up to enable Indian nationals to contact the Mission with their complaints round the clock.

Statement

Mission/Post-Wise expenditure during 2003-04

SI. No.	Name of Missions	Exper Jiture booked during 2003-04
1	Abidjan	31533411
2	Abudhabi	84984567
3	Abuja	9170365
4	Accra	33442015
5	Adiis Ababa	32278121
6	Algiers	4303844
7	Almaty	36904100
8	Amman	12260207
9	Ankara	35275965
10	Ashgabad	30167527
11	Athens	33206156
12	Baghdad	18116450
13	Bagota	45255011
14	Bahrain	39147573
15	Baku	21209141
16	Bandar Xbbas	5783402
17	Bangkok	68541766
18	Beijing	130757653
19	Beirut	38197719
20	Belgrade	23260307
21	Berlin	186565730
22	Berne	68908850
23	Birmingham	41066680
24	Bishkek	32862518
25	Brassilia	40188848
26	Bratislava	36980253
27	Brunei	27239001
28	Brussels	146946752
29	Bucharest	35588166
30	Budapest	33924503
31	Buenos Aires	49111065
32	Cairo	64217347
33	Canberra	47231180

1	2	3
34	Capetown	12366312
35	Caracas	43963737
36	CGI Newyork	121923636
37	Chiang Mai	7414113
38	Chicago	134390176
39	Chittagong	15348436
40	Colombo	100600846
41	Copenhagen	60280986
42	Dakar	25325076
43	Damascas	49237899
44	Dar-Es-Salam	42116775
45	Dhaka	134251373
46	Doha	50928362
47	Dubai	106369395
48	Dublin	34160076
49	Durban	37921772
50	Dushanbe	28415061
51	Edinburgh	30810938
52	Frank Furt	42190433
53	Gaborone	31192662
54	Gaza	14504701
55	Geneva \	174305318
56	Georgetown	53126207
57	Hague	71423317
58	Hamburg	6435889
59	Hanoi	47144260
60	Harare	22308886
61	Havana	35808236
62	Heart	14150493
63	Helsinki	33996816
64	Hochiminhcity	16823903
65	HongKong	65272836
66	Houston	62242524
67	IsiamabacI	63108031
68	Istanbul	32167658
69	Jakarta	50910439

1	2	3
70	Jallabad	16465896
71	Jeddah	243594267
72	Johanesburg	44296935
73	Kabul	63100489
74	Kampala	19834726
75	Kandhar	16128161
76	Kandy	14033261
77	Kathmandu	110360307
78	Khartoum	20337161
79	Kiev	41385185
80	Kingston	31291605
81	Kobe	41547593
82	Kualaumpur	55729651
83	Kuwait	83270559
84	Lagos	30210269
85	Lima	24129054
86	Lisbon	32109812
87	London	315911185
88	Luanda	30161361
89	Lusaka	25375842
90	Madagascar	19602638
91	Madrid	56968464
92	Mahe	23864629
93	Male	50950059
94	Mandalay	12376905
95	Manila	25067995
96	Maputo	23653446
97	Mazar-e-Sharif	17466745
98	Medan	7492452
99	Mexico	46505394
100	Milan	34136954
101	Minsk	22234814
102	Mombasa	6485895
103	Moscow	145057092
104	Munich	52698049
105	Muscat	67317387

1	2	3
106	Nairobi	38486580
107	Nicosia	25765482
108	Oslo	41445428
109	Ottawa	63153404
110	Panama	35035969
111	Paramaribo	25737489
112	Paris	192575281
113	Pfinompenh	37104780
114	Phuntslioling	4673941
115	PMI Newyorl	180190539
116	Port Louis	42818127
117	Port of Spain	41373580
118	Portmoresby	21293066
119	Prague	41250729
120	Pretoria	52397815
121	Pyongayang	15509628
122	Rabat	31200931
123	Rajshahi	7596403
124	Riyadli	113297202
125	Rome	97653183
126	Saint Denis	14894596
127	San Francisco	94453681
128	Sanna	17338579
129	Santiago	23887411
130	Sao Paolo	33151275
131	Seoul	62222862
132	Shanghai	44188935
133	Singapore	75740487
134	Sofia	21130134
135	St. Petersberg	35180325
136	Stockholm	51101970
137	Suva	31697416
138	Sydney	37333776
139	Tashkent	44560673
140	Tehran	66186410
141	Telaviv	93601452

1	2	3
142	Thimpu	39263548
143	Tokyo	118110265
144	Toronto	43566022
145	Tripoli	36130585
146	Tunis	14437780
147	Uilan Battar	32460279
148	Vancouver	43938648
149	Vienna	81500057
150	Vientiane	19283710
151	Vladivostok	16771775
152	Warsaw	37593965
153	Washington (A.A.L.)	59793474
154	Wellington	33317437
155	Windhoek	20311261
156	Yangoon	46971653
157	Yeravan	23312019
158	Zagreb	36335666
159	Zahidan	6727366
160	Zanzibar	7876558
161	Birgunj	1445140
162	Washington	303487574
	Total:	8166580329

Delegation from China

1507. SHRI SANJAY RAUT: Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether delegation of China visited India in the month of October, 2004;

(b) if so, the subjects of mutual interest which were discussed with them;

(c) the agreements reached during the visit and other details in this regard; and

(d) the assistance expected therefrom?